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01 Sep 2018

University Committee for Assistance, Response, and Evaluation (UCARE)

Missouri University of Science and Technology. Counseling Services

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University Committee for Assistance, Response, and Evaluation (UCARE)

CHALLENGE: Available information is often scattered with various individuals having different pieces of the puzzle

WHEN TO REPORT

If you know a student who appears to be....

- **Experiencing a decline in work or academic performance**
- **Demonstrating disruptive or disturbing behavior**
- **Showing dramatic changes in appearance, behavior or weight**
- **Having problems at home, with classes or work**
- **Making disturbing comments in email, letters, web or papers**
- **Hyperactive, anxious or experiencing dramatic mood shifts**
- **Abusing alcohol or drugs**
- **Sad or isolating socially**
- **Acting paranoid or suspicious**
- **Frequently angry or easily frustrated**
- **Struggling with health problems**

MISSOURI
S&T

A MULTIDISCIPLINARY APPROACH
TO MAKE OUR CAMPUS THE
SAFEST ENVIRONMENT POSSIBLE

ucare.mst.edu

HOW TO REPORT

REPORT
ONLINE
ucare.mst.edu

UCARE
ucare@mst.edu
341-4209

Krista Morris-Lehman
[morislehman@mst.edu](mailto:morrislehman@mst.edu)
341-4211

Resource Information
[stuaff.mst.edu/ucare/fac-
ultystaff/](http://stuaff.mst.edu/ucare/facultystaff/)

Ask.Listen.Refer.
asklistenrefer.org/mst

HOW TO TALK TO A STUDENT ABOUT YOUR CONCERN (NON-EMERGENCY)

Consult

- Report online, email ucare@mst.edu or contact the [Care Coordinator](#) (573-341-4211), [Counseling Services](#) (573-341-4211), or [Dean of Students Office](#) (573-341-4209) when in question.

Be Available

- Talk to the student in private and give your undivided attention.
- Showing patience and concern may be enough to help the student feel supported.

Listen

- Listen in a sensitive, non-threatening way and express concern.

Communicate

- Let the student talk and communicate understanding by paraphrasing.

Give Hope

- Assure the student that things will get better and suggest options.
- Express use of resources (friends, family, campus).

Maintain Boundaries

- Maintain clear and consistent boundaries and expectations.

Refer to Other Resources When:

- There is a law or policy violation.
- Problem is more serious than you are comfortable with.
- Personal feelings may interfere with your objectivity.
- Student admits that there is a problem, but doesn't want to discuss it.

PRIVACY

- FERPA allows university faculty and staff to share observations about student behavior, student statements, and concerns about students with S&T personnel who have responsibility for the health, safety, and welfare of students. FERPA and other privacy regulations allow S&T officials to release information to others when it is necessary to protect the health, safety, and welfare of the student and/or the campus community. Consideration for student privacy should be given before information is shared.



stuaff.mst.edu | stuaff@mst.edu

UCARE was formed following incidents that highlighted the need for greater communication and preparedness regarding students facing distress. UCARE focuses on prevention and effective response strategies.



REFERRAL STATISTICS

Year	13-14	14-15	15-16	16-17	17-18
Referral	45	55	286	372	389

What does UCARE do?

- Prevention and planning
- Consults and communicates
 - Gathers information
- Assesses circumstances
- Develops action plans
 - Responds
- Process improvement

